



DHRM Customer Satisfaction Survey - Stats & Summary - March 2012

Overall

	Strongly Disagree		Disagree		Agree		Strongly Agree		Not Applicable		Total Resp's	Score out of 4
During the past six months, the Department of Human Resource Management staff . . .	#	%	#	%	#	%	#	%	#	%	#	
1. Has been readily available to meet with or speak with you by phone.	8	3.0	8	3.0	103	38.0	149	55.0	3	1.1	271	3.5
2. Has been available on the days and hours you need.	7	2.6	19	7.0	110	40.6	133	49.1	2	0.7	271	3.4
3. Has responded to your questions/concerns in a timely manner.	9	3.3	14	5.2	99	36.7	144	53.3	4	1.5	270	3.4
4. Has exhibited a solid understanding of employment law, DHRM policy and HR issues while also demonstrating a flexible approach to HR problem solving.	11	4.1	10	3.7	98	36.2	144	53.1	8	3.0	271	3.4
5. Has provided accurate data and information to assist you in evaluating issues, assessing impacts and making decisions.	12	4.4	8	3.0	108	39.9	131	48.3	12	4.4	271	3.4
6. Has sought out opportunities to expand the use and utility of HR data to assist with human resource management for your work unit.	8	3.0	37	13.8	112	41.6	72	26.8	40	14.9	269	3.1
7. Has demonstrated a good understanding of agency operations and strategic planning; is able to partner with you to develop effective solutions.	11	4.1	17	6.3	109	40.2	115	42.4	19	7.0	271	3.3
8. Has managed the job posting and applicant screening processes effectively and provided an adequate number of qualified applicants for your vacant positions.	15	5.6	10	3.7	90	33.5	118	43.9	36	13.4	269	3.3
9. Has provided an effective level of assistance with classification issues.	8	3.0	8	3.0	104	38.5	104	38.5	46	17.0	270	3.4
10. Has conducted training & coaching that has enhanced the capability of supervisors and managers in your work unit to effectively manage the work unit's employees.	13	4.8	40	14.9	99	36.8	68	25.3	49	18.2	269	3.0
TOTALS:	102	3.8	171	6.3	1,032	38.2	1,178	43.6	219	8.1	2,702	3.3

Overall: Agree or Strongly Agree % (percent) **81.8**

Overall: Agree or Strongly Agree excluding "Not Applicable" % (percent): **89.0**

Last September, DHRM opened the Employee Resource Information Center (ERIC), a service center for HR transactions; benefits assistance; retirement consulting and processing; and for some agencies, payroll processing				Not aware of service center		Aware of service center				Total Resp's				
				#	%	#	%	#	%	#				
Were you aware of this?				4	1.5%			263	98.5%		267			
Has ERIC been meeting your agency's needs for the transactions listed above?				Yes, definitely		Yes, probably		No, probably not		No, definitely not		N/A—not aware		Total Resp's
				#	%	#	%	#	%	#	%	#	%	
				32	12.5%	163	63.7%	36	14.1%	17	6.6%	8	3.1%	256

How would you rate your interactions with HR Staff?		Unpleasant		Pleasant		Very Pleasant		Total Resp's
		#	%	#	%	#	%	#
HR interactions were:		2	0.7%	103	38.3%	164	61.0%	269

Overall: Pleasant or Very Pleasant % (percent): **99.3%**

Please indicate your overall level of satisfaction with DHRM operations:		Very Dissatisfied		Dissatisfied		Satisfied		Very Satisfied		Total Resp's	Score out of 4
		#	%	#	%	#	%	#	%	#	
Level of satisfaction:		4	1.5%	19	7.1%	124	46.3%	121	45.1%	268	3.4
		Overall: Satisfied or Very Satisfied % (percent): 91.4%									